

# PennFuture External Social Media Policy

Last updated: February 2, 2026

## 1. Purpose

PennFuture's social media platforms exist to inform, educate, engage, and build a respectful community around our mission. We welcome diverse viewpoints, but we do not tolerate behavior that undermines constructive dialogue or harms others.

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## 2. What We Encourage

We encourage comments that are:

- Respectful and civil
  - Relevant to the post or our mission
  - Thoughtful disagreements shared in good faith
  - Curious, solution-oriented, or informative
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## 3. What We Do Not Allow

The following may be removed, limited, or reported at our discretion:

- **Harassment or bullying** (including name-calling, insults, or intimidation)
- **Hate speech or discriminatory language** based on race, gender, sexuality, religion, disability, nationality, or any protected status
- **Personal attacks** against staff, volunteers, partners, or other commenters
- **Threats** or encouragement of violence
- **Spam, scams, misinformation, or repeated off-topic posting**

- **Trolling behavior**, including deliberate provocation, bad-faith arguments, or attempts to derail conversations
  - **False claims presented as fact** that could cause harm
  - **Self-promotion** and advertising
  - Coordinated or automated **behavior intended to disrupt discussion**
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#### 4. How We Handle Troll Comments

We use a **graduated response**, depending on severity and intent:

1. **Ignore** – Some comments are made purely for attention. We may choose not to engage.
2. **Moderate** – We may hide or remove comments that violate this policy.
3. **Respond (selectively)** – If a comment reflects a common misconception, we may reply with factual, calm information (without engaging emotionally).
4. **Warn** – Users may receive a reminder about community guidelines.
5. **Restrict or Block** – Repeated or severe violations may result in blocking or reporting the user to the platform.

We are not obligated to respond to every comment.

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#### 5. Transparency & Accountability

- Comment moderation is guided by behavior, not by whether we agree with the viewpoint.
  - Criticism of our work or policies is allowed when expressed respectfully.
  - We reserve the right to update this policy as needed.
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## **6. Safety First**

Comments that include threats, harassment campaigns, or doxxing will be documented and reported to the platform and, if necessary, to appropriate authorities.

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## **7. Platform Responsibility**

This policy applies to all social media platforms we manage. Platform-specific rules (e.g., Facebook, Instagram, X, TikTok, Bluesky) also apply.

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## **8. Contact**

Questions about this policy can be directed to:

**[PennFuture / Communications Director / [pennfuture@pennfuture.org](mailto:pennfuture@pennfuture.org)]**